

FINGERTIP FACTS

INFORMATION GUIDE



Seattle City Light

MISSION

Seattle City Light is dedicated to delivering customers affordable, reliable and environmentally responsible electricity services.

VISION

We resolve to provide a positive, fulfilling and engaging experience for our employees. We will expect and reinforce leadership behaviors that contribute to that culture. Our workforce is the foundation upon which we achieve our public service goals and will reflect the diversity of the community we serve.

We strive to improve quality of life by understanding and answering the needs of our customers. We aim to provide more opportunities to those with fewer resources and will protect the well-being and safety of the public.

We aspire to be the nation's greenest utility by fulfilling our mission in an environmentally and socially responsible manner.

VALUES



SAFETY – The safety of our employees and customers is our highest priority



ENVIRONMENTAL STEWARDSHIP – We will enhance, protect and preserve the environment in which we operate



INNOVATION – We will be forward-focused and seek new, innovative solutions to meet the challenges of tomorrow



EXCELLENCE – We strive for fiscal responsibility and excellence in employee accountability, trust and diversity



CUSTOMER CARE – We will always promote the interest of our customers and serve them reliably, ethically, transparently and with integrity

SERVICE AREA AND SUBSTATIONS



GENERAL INFORMATION

The most current data available for the year ended December 31, 2017.

Seattle City Light, a department of the City of Seattle, is one of the nation's largest publicly owned utilities in terms of the number of customers served. City Light is supported by revenues from its customers, not taxes. In fact, City Light pays substantial taxes to state and local governments.

Service Area Population	906,595*
Service Area Size	131.31 sq. mi.
Personnel (full-time equivalent positions)	1,771
Major Substations	15
Unit Substations	1
Commercial and Industrial Power Transformers	56
Distribution Circuit Miles	2,334.6
Network Distribution Circuit Miles*	309
Meters	460,609

*Approximate service area population at time of production.

CUSTOMER STATISTICS

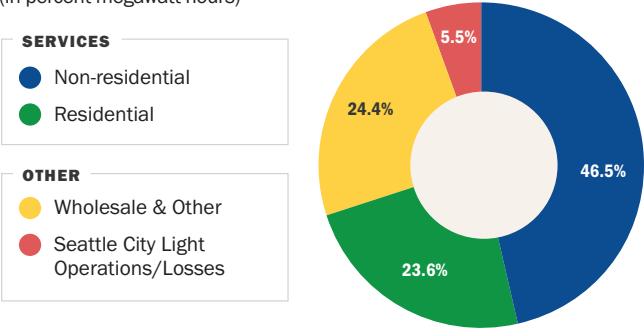
The most current data available for the year ended December 31, 2017.

	Average Number of Customers	Megawatt-Hours*
Residential	409,571	3,132,100
Non-Residential	51,038	6,276,600
Total	460,609	9,408,700

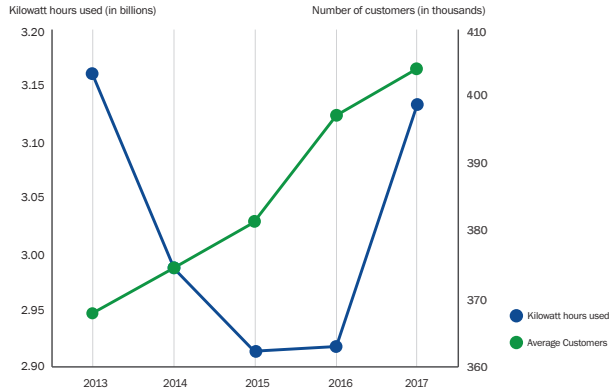
*Amounts include an allocation for the net change in unbilled revenue which excludes retail customer voluntary payments for conservation and solar energy.

2017 USES OF POWER

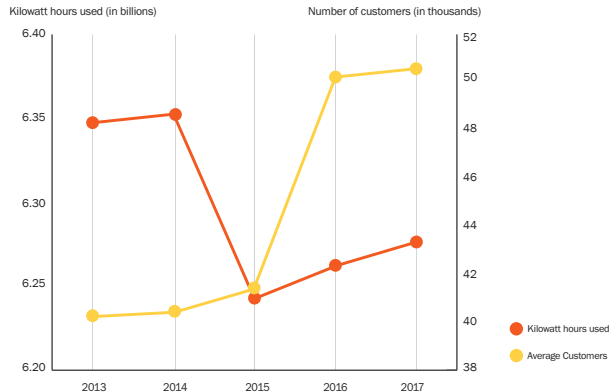
(in percent megawatt-hours)



RESIDENTIAL CONSUMPTION



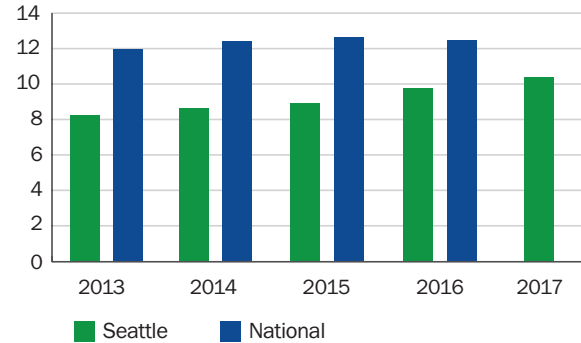
NON-RESIDENTIAL CONSUMPTION



AVERAGE RATE PER KILOWATT-HOUR

AVERAGE RESIDENTIAL RATES*

(in cents per kilowatt-hour)



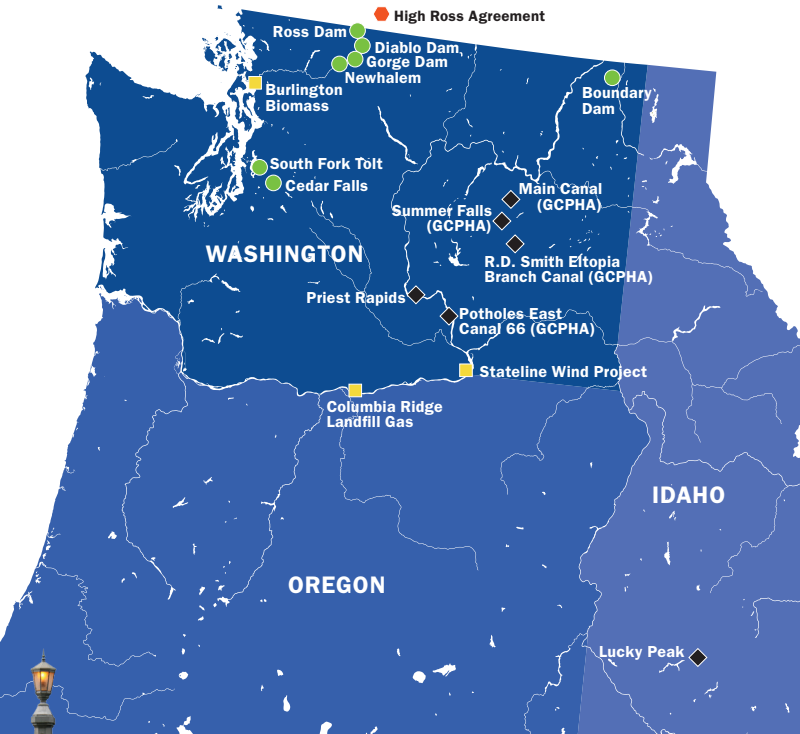
Seattle City Light is proud to offer its residential customers some of the lowest electricity rates in the nation and the Pacific Northwest.

*Source of national data: Department of Energy (www.eia.doe.gov/electricity/annual). The 2017 national average annual consumption data and average rate data not available; certain 2015-2013 National average annual consumption and national average rate data were updated with revised actuals. Effective 2013, allocation of net change in unbilled revenue excludes retail customer voluntary payments for conservation and solar energy.

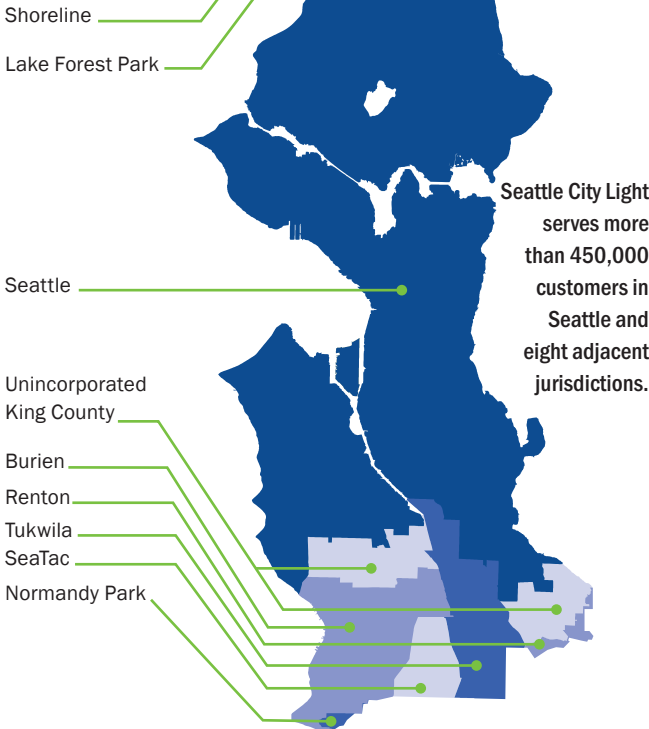
ENERGY RESOURCES

● Owned Hydro
 ● Treaty Rights From British Columbia
 ■ Other Long-Term Contracts

◆ Long-Term Hydro Contracts
 (in addition to the BPA contract; GCPHA is the Grand Coulee Project Hydroelectric Authority)



CUSTOMER SERVICE AREA MAP



RESTORING POWER AFTER A STORM

When a large windstorm rolls into the Seattle City Light service territory, it has the ability to knock out power to thousands of customers. This is mainly due to tree branches and trees falling into power lines.

Seattle City Light's outage restoration process is designed to get the power back on in a safe and timely manner. Below is the order in which Seattle City Light crews work to restore power during an outage:

1st LIFE SAFETY – Crews are dispatched to life safety situations first. This often involves responding to downed power lines that pose an immediate threat to those in the area.

2nd EMERGENCY SERVICES – The next priorities are the emergency services in our communities. City Light works to ensure that hospitals, fire stations and police stations have the power they need to help you during the outage.

3rd CUSTOMERS/RESIDENTS – The crews focus on repairs that will bring the largest number of customers back into service and keep working until everyone has power.

HOW CAN YOU HELP? Report outages in your area by calling (206) 684-3000. If you see a downed power line, stay away and report it immediately by calling 911 or (206) 684-3000. Electricity from downed power lines can be transferred through the ground or other debris to anyone who approaches the area. Remember, safety always comes first. To learn more power outage safety tips, please visit: seattle.gov/light/sysstat/whenpowerout.asp





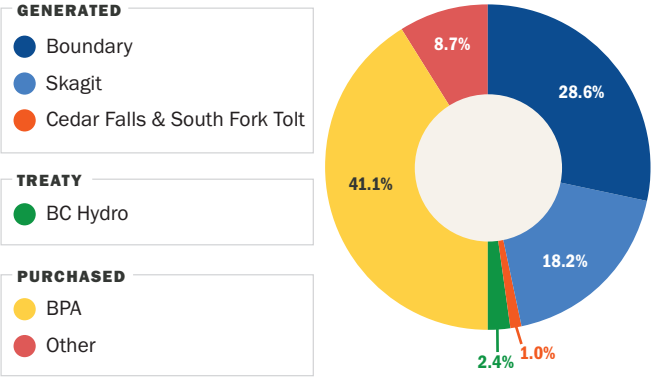
POWER SUPPLY OWNED BY CITY LIGHT

City Light Plants	Locations	Date in Service	Capability (Megawatts)	% of Total
Boundary	Pend Oreille River	8/23/67	1,117.4	55.5
Ross	Skagit River	12/30/52	450.0	22.3
Gorge	Skagit River	9/27/24	207.5	10.3
Diablo	Skagit River	10/20/36	190.4	9.5
Cedar Falls	Cedar River	10/14/04	30.0	1.5
S. Fork Tolt	S. Fork Tolt River	11/20/95	16.8	0.8
Newhalem	Newhalem Creek	1921	2.3	0.1
Total System Generation Capability			2,014.4	100.0

POWER (UNAUDITED)

2017 SOURCES OF POWER

(in percent megawatt-hours)



MEETING OUR CUSTOMERS' POWER NEEDS

Seattle's city-owned hydroelectric plants depend on rain and snow as their fuel. In years with normal precipitation, our facilities supply more than half of Seattle's power needs. We make up the difference by purchasing power from outside the region.

ENERGY EFFICIENCY PROGRAMS AND ENERGY SAVINGS

Seattle City Light has the longest continually running energy efficiency program in the country. Since its inception in 1977, energy efficiency measures supported by the utility have been installed in residential, commercial and industrial facilities throughout our service territory. As a result of this legacy and current programs, City Light's annual load is reduced by over 1,390,000 megawatt-hours*. That is the equivalent annual electricity use of approximately 180,000 average Seattle homes.

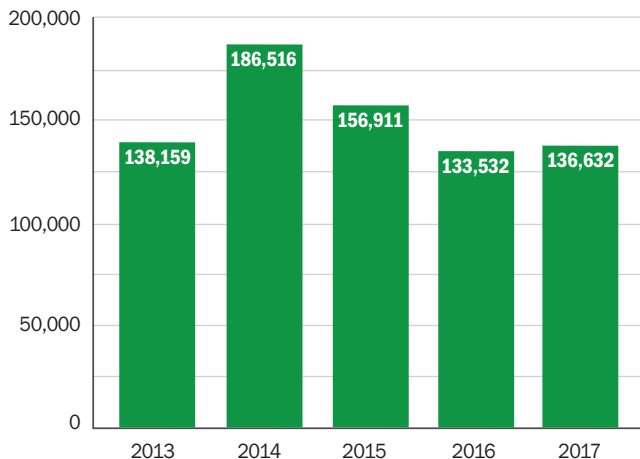
COST SAVINGS

In 2017, we supported our customers' projects with more than \$25 million in energy efficiency incentives. More than \$9.7 million of these payments went to residential customers. City Light's current suite of energy conservation programs has cumulatively saved customers \$124 million on their energy bills.

*Updated through 2017

CONSERVATION CUSTOMERS

ANNUAL ENERGY SAVINGS THROUGH CONSERVATION (megawatt-hours)



To learn about Seattle City Light's conservation programs, visit seattle.gov/light/conserve.

CONTACTS & INFORMATION

Seattle City Light Administrative Office

Seattle City Light Visitor Center and Executive Offices
700 5th Avenue
Seattle, WA 98104-5031

Mailing Address:
P.O. Box 34023
Seattle, WA 98124-4023

Customer Service (206) 684-3000, seattle.gov/light
Non-English Language Portal: seattle.gov/languages

North Service Center	South Service Center
1300 N. 97th Street	3613 4th Avenue S.
Seattle, WA 98103	Seattle, WA 98134
(206) 615-0600	(206) 386-4200

Utility Discount Program seattle.gov/light/assistance

Project Share seattle.gov/light/ProjectShare

Outage Map seattle.gov/light/outage

 facebook.com/SeattleCityLight

 twitter.com/SEACityLight

KEY PHONE NUMBERS

Outage Hotline..... (206) 684-7400

Electrical Life-Support Equipment

Program..... (206) 684-3020

Customer Contact Center (206) 684-3000

Out of area calls 800-862-1181 (Interpreters are available for customers who do not speak English.)

TTY/Hearing Impaired (206) 233-7241

After-Hours Electrical Emergency Line..... (206) 706-0051

Electrical Service and Streetlight Service

North of Denny Way (206) 615-0600

South of Denny Way (206) 386-4200

Streetlight Problems..... (206) 684-7056

Conservation Information (206) 684-3800
(Residential, Commercial and Industrial)

Tree Trimming/Vegetation Management (206) 386-1663

Skagit Tours (skagittours.com) (206) 684-3030

General Manager's Office..... (206) 684-3200

Communications (206) 684-3090

PAYMENT LOCATIONS

DOWNTOWN

Downtown Customer Service Center

700 5th Ave. 4th Floor Lobby

Monday–Friday, 8 a.m.–5 p.m.

Seattle Municipal Tower Payment Drop Boxes

700 5th Ave. 4th Floor Lobby

Note: Credit card payments are not accepted in payment drop boxes.

SEATTLE CITY LIGHT SERVICE CENTERS

North Service Center

1300 N 97th St.

Monday–Friday, 8:30 a.m.–4:30 p.m.

South Service Center

3613 4th Ave. S

Monday–Friday, 8:30 a.m.–4:30 p.m.

Payment drop boxes are located outside near the main entrances.

CUSTOMER SERVICE CENTER LOCATIONS

Ballard

5604 22nd Avenue NW

Monday–Friday, 9 a.m.–5 p.m.

Central

464 12th Avenue, 1st Floor

Monday–Friday, 9 a.m.–5 p.m. & Saturday, 10 a.m.–2 p.m.

Lake City

12525 28th Avenue NE, 2nd Floor (above library branch)

Monday–Friday, 9 a.m.–5 p.m. & Saturday, 10 a.m.–2 p.m.

Southeast

3815 S. Othello St., Suite 105

Monday–Friday, 9 a.m.–5 p.m. & Saturday, 10 a.m.–2 p.m.

Southwest

2801 SW Thistle St.

Monday–Friday, 10 a.m.–6 p.m.

University

4534 University Way NE

Monday–Friday, 10 a.m.–6 p.m. & Saturday, 10 a.m.–2 p.m.

Mobile Customer Service Center

For route schedule visit us at: www.seattle.gov/mobilecsc



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